

SYSTEM AND METHOD FOR LANGUAGE VARIATION GUIDED
OPERATOR SELECTION

ABSTRACT OF THE DISCLOSURE

A system and method for language variation guided operator selection is disclosed. The method discloses: initiating a dialog between a contact and a call handling system; identifying a language variation spoken by the contact; determining a skill level with respect to the language variation for each operator within a set of operators; selecting an operator whose skill level in the language variation is above a predetermined value; and transferring the dialog with the contact to the operator. The system discloses means and embodiments for implementing the method.